

**MISSISSIPPI STATE BOARD OF COSMETOLOGY
5 YEAR STRATEGIC PLAN
FOR THE FISCAL YEARS
2025-2029**

MISSION STATEMENT

The mission of the Mississippi State Board of Cosmetology (MSBC) is to protect the public by regulating the education and practice of cosmetology, esthetics, and manicuring. Our mission is fulfilled by establishing rules and regulations relating to qualifications for licensure of individuals, the permitting, licensing, and regulation of establishments (salons) and schools of cosmetology, and by establishing rules and regulations setting forth sanitation requirements for the operation of cosmetology, manicuring, esthetics, salons and schools in which any of the previously mentioned fields are taught.

The Board consists of five (5) members who are appointed by the Governor to serve four (4) year terms. The staff is comprised of eight (8) full-time office employees and five (5) full-time field employees. One (1) individual serves as Administrative Office Support, two (2) individuals serve in the Financial Management and Accounting department, two (2) individuals serve in Salons, Schools, & Testing Administration department, and two (2) individuals serve in the Licensing department. There are five (5) individual field inspectors assigned by regions of the state to staff the Establishment Inspection program. (1) individual serves as Executive Director and over all agency staff and functions. There are six (6) individuals serving as Practical Testing Evaluators on a contract basis.

The practices of the beauty industry are hands on, physical and personal. Infections can begin and be transferred in many ways. The industry professionalism includes both education, flexibility, innovation and sanitation to safeguard consumers.

Members of the professional beauty industry have invested in a serious and legitimate career field. Safety standards and professionalism in the beauty industry should never be weakened or compromised. The importance of these standards has been further illuminated in the light of the COVID-19 pandemic. Licensing of all beauty professionals is essential to the integrity and continued professionalism of the beauty industry.

During the past year, the Board has actively worked to complete many changes to ensure compliance with statutory requirements, changes in the industry, and legislative mandates. In addition, the Board has conducted workshops and has proposed rule revisions to improve and update the MSBC State Practical Exam and MSBC governing Rules, Regulations, and Statutes. The Board, building off our existing strengths, is working to consistently innovate strategies and new technologies, while continuing to collaborate with stakeholders of this profession.

The Board's leadership has focused on a unified representation of our licensees while advocating on their behalf to enhance the awareness and image of the Agency. The

Board has placed its emphasis on professional development to create a standard of competencies that will help define the profession.

PHILOSOPHY

The Mississippi State Board of Cosmetology's philosophy is to preserve and protect individual life and health through the profession and practice of cosmetology, esthetics, and manicuring. To assure public safety and to promote the public interest and welfare by providing for the licensure of cosmetology, esthetics, and manicuring. To promote education through the licensure of schools and instructors and the approval of continuing education within the State of Mississippi.

RELEVANT TO STATEWIDE GOALS AND BENCHMARKS

Statewide Goal #1 – Promote public health and well-being for Mississippians through access to quality cosmetology, esthetics, and manicuring services.

Relevant Benchmarks for Statewide Goal #1

- Inquiries for professional standards requested;
- Availability and accessibility of information from website;
- Regulatory efficiency: average length of time to resolution of documented complaints to professional licensing agencies;
- Number and average cost of regulatory actions taken by regulatory body and type of action; and
- Number of licensure applications processed.

Statewide Goal #2 – To provide quality education through school instruction and continuing education providers and programs.

Relevant Benchmarks for Statewide Goal #2

- Annual licensure examination pass rates meet minimum requirements;
- Number of quality continuing education programs approved that will enhance the knowledge of licensed professionals; and
- Number of instructors licenses on the basis of their knowledge and training to serve as educators.

OVERVIEW OF THE AGENCY 5 YEAR STRATEGIC PLAN

The Board of Cosmetology recognizes the need to advance its licensing and work permitting functions with the use of technology to establish a fully automated and user-friendly licensing system as the majority of other States. The Board is actively working to further develop and/or acquire new hardware and software that will enhance the licensing system to include: location information tracking of salon inspections, identity confirmation software of licensees, additional online payment options, increase data access and reporting abilities.

The Board will continue to work toward a paperless office to the extent practical. The Board will also continue to implement new rules, such as the Fresh Start Act, Universal Recognition of Occupational and Licensing Act (UROLA), and the Military / Military Spouse provisions set forth by the Mississippi Legislature, as well as, other licensing requirements under the direction of this Board to further advance accessibility to licensure without undue restrictions.

The MS Board of Cosmetology office licenses more constituents in the State of MS than ALL other licensing agencies, with the exception of the MS Board of Nursing. A quality staff is needed to meet the demands of Mississippi's large cosmetology constituent base. Fair staff salaries, that are in-line with other state agencies, are needed to attract and maintain a quality staff and reduce turn-over. The Board plans to conduct regular performance reviews, in accordance with the new MS State Personnel Board Performance Review System, of all full-time permanent employees to assess job performance quality and workload distribution.

The Board plans to continue reviews of accounting entries through the state's MAGIC accounting system. Reviews will ensure accuracy in the agency's reporting of its revenues and expenditures and enhance its annual budget preparation activities.

EXTERNAL/INTERNAL ASSESSMENT

- Number of cosmetologists, estheticians, manicuring and instructors renewing licenses;
- Number of applicants for initial licensure;
- Number of valid complaints filed and requiring investigation and/or hearings;
- Changes in technology
- Increase/decrease in the number of permittees;
- Career or demographic changes affecting persons entering the profession;
- Inspection of schools to make certain they are using the curriculum approved by the Board;
- Changes in state laws enacted by Mississippi;
- Changes in the standards of practice of profession; and
- Changes in state statutes

INTERNAL MANAGEMENT SYSTEMS USED TO EVALUATE PERFORMANCE

The Mississippi State Board of Cosmetology was created by the legislature of the State of Mississippi to preserve and protect individual life and health, promote the public interest and welfare by providing for the licensure of Cosmetologists, Estheticians, Manicuring, Masters, Instructors, salons and schools. The Board was authorized to promulgate rules and regulations regarding Cosmetology. The rules and regulations are reviewed and revised regularly.

- The Board maintains a set of written policies and protocols to govern the internal actions of the Board and Compliance Inspectors.
- The Board Complies with the requirement of the Occupational Licensing Review Board prior to filing any pending rules with the Mississippi Secretary of State's Office.
- The Board complies with the Mandatory Risk Assessment recommendations as required of all Mississippi state agencies.
- The Board complies with the Internal Control Section of the Mississippi Agency Account Policy and Procedures Manual and conducts annually an evaluation of all internal controls including the organization and management, administration of accounting and budgeting, purchasing and contracting, personnel and payroll, revenues and receivables, expenditures and data processing. The findings of the evaluation provide reasonable assurance that the assets of the agency are preserved, the duties segregated by function, and the transactions executed are in accordance with the laws of the State of Mississippi.
- The Board complies with the Affordable Care Act reporting requirements regarding agency participation in the Mississippi Department of Finance and Administration process.

Board members work to correct any problems or deficiencies that impair or prohibit performing their duties entrusted to them by the Governor, their peers and the citizens of the State of Mississippi. The Board has all records computerized to reduce search times and to offer easier access to information pertaining to applicants, licenses, and complaints files with the Board. The Board also regularly updates their website to provide the public with easy access to copies of the Rules and Regulations, complaint forms, applications for licensure, telephone and address information, and approved continuing education events.

AGENCY'S GOALS, OBJECTIVES, STRATEGIES AND MEASURES BY PROGRAM

STATEWIDE GOAL A – Promote public health and well-being for Mississippians through access to quality cosmetology, esthetics, and manicuring services.

A.1 - PROGRAM #1 – Examination Administration – Identify and implement a statewide testing program with the evaluation and monitoring of both the theory (written) and practical (skills) examination for cosmetology, esthetics, manicuring and instructors.

GOAL A: Maintain a testing strategy that defines the guidelines to be followed to achieve the testing objectives which include the testing environment, testing software, practical examination, evaluation and scoring analysis.

OBJECTIVE A.1. Maintain the integrity and security of testing for both the theory (written) and practical (skills) examinations.

Outcome: Increase the number of students tested and increase the standard of achievement.

A.1.1. STRATEGY: Increase the availability of testing dates/times

Output: Number of students tested

Efficiency: Number of testing dates/times for students

A.2 - PROGRAM #2 – School Coordination

GOAL A: Maintain established curriculum for schools to use as basic guideline so as to provide a consistent course of study throughout the state, giving each student the same opportunity to pass the required licensing examination and function as a competent practitioner in the industry.

OBJECTIVE A.1: Work with schools offering cosmetology, manicuring and esthetics programs to ensure proper curriculum to obtain licensure.

Outcome: Maintain or increase the number of schools licensed to offer approved curriculum.

A.1.1. STRATEGY: Coordinate with schools regarding curriculum

Output: Number of school licenses issued

Efficiency: Number of workdays between receipt of application or renewal and issuance of license.

OBJECTIVE A.2: Coordination of school related activities to ensure students are given proper credit, validating each student's education hours

Outcome: Maintain the number of audits/visits resulting in satisfactory results.

A.2.1. STRATEGY: Visit schools to validate/audit records of activities ensuring students receive proper credit hours.

Output: Number of visits/audits conducted

Efficiency: Number of satisfactory audits resulting from visits

A.3 - PROGRAM #3 – Establishment Inspections

GOAL A: To ensure that permitted establishments adhere to the laws, rules and regulations of the Mississippi State Board of Cosmetology.

OBJECTIVE A.3.1: Communicate with establishments concerning rules and regulations, via website, mail, and in person.

Outcome: Decrease the number of non-compliant establishments

A.3.1. STRATEGY: Inspect each licensed establishment to confirm compliance with laws, rules and regulations

Output: Number of establishments inspected annually

Efficiency: Number of inspections conducted daily.

OBJECTIVE A.3.2: Reduce the frequency of complaints against establishments.

Outcome: Reduce the number of consumer complaints

A.3.2. STRATEGY: Investigate establishments having complaints

Output: Number of complaint investigations conducted

Efficiency: Number of workdays to complete each investigation

A.4 - PROGRAM #4 – Licensure and Information Support

GOAL A: To issue new and renewed licenses for cosmetologist, manicurists, estheticians, and instructors for their respective field according to the law, rules and regulations of the Mississippi State Board of Cosmetology, and to issue new and renewed licenses to establishments (salons) and schools in accordance with Mississippi Law.

OBJECTIVE A.4.1: Make the licensing/renewal process easier and faster for the professionals regulated, and more efficient for agency.

Outcome: Reduce time to issue licenses

Efficiency: Increase number of licensees utilizing on-line system

A.4.1. STRATEGY: Enhance our on-line licensing/payment system
Output: Number of licenses issued
Efficiency: Number of workdays to issue license

A.4.2. STRATEGY: Enhance the on-line capabilities to include other regulatory requirements
Output: Number of licensees utilizing on-line system
Efficiency: Reduce the time to issue licenses

OBJECTIVE A.4.2.: Make the permitting/renewal process easier and faster for the schools and establishments regulated, and more efficient for agency.

Outcome: Reduce the time to issue license

A.4.2. STRATEGY: Implement an on-line license/payment system
Output: Number of licenses issued utilizing the new system
Efficiency: Number of workdays to issue license.

STATEWIDE GOAL B - To provide quality education through school instruction and continuing education providers and programs.

OBJECTIVE GOAL B: Ensure that all cosmetologists, estheticians, and manicurists have access to initial training and continuing education.

Outcome: The number of school licenses.

Outcome: The number of school instructor licenses.

Outcome: The number of approved continuing education events.

B.1.1. STRATEGY: License schools to provide the statutorily required initial training for required programs.

Output: The number of licensed schools.

Output: The number of applicants taking a licensure examination.

Efficiency: Percentage of students passing a licensure examination.

B.1.2. STRATEGY: License instructors for schools with competency in subject matter to teach adult learners.

Output: The number of licensed instructors.

Efficiency: Percentage of instructor licenses renewed.

B.1.3. STRATEGY: Approve continuing education events for instructors and masters.

Output: The number of approved continuing education events.

Efficiency: Percentage of continuing education events renewed.

Efficiency: Number of continuing education events with delivery dates displayed on the Board's website.

OBJECTIVE B.2: Ensure that cosmetologists, estheticians, and manicurists conduct themselves in an ethical, professional, and lawful manner.

Outcome: Number of complaints received.

Outcome: Number of inspections performed at program schools.

B.2.1 – STRATEGY: Perform inspections at program schools.

Output: The number of program school inspections performed.

Output: The amount of fines levied based on inspections.

Efficiency: Average fine per program school inspected.

B.2.2. – STRATEGY: Investigate and resolve complaints.

Output: The number of complaints received against schools, instructors, and licensees.

Output: The amount of fines levied based on complaints.

Efficiency: Average find per complaint.